



Accessibility

POLICY

Cascadia Society is committed to providing services that are accessible for companions, coworkers, and other stakeholders at all times. Services are evaluated on an ongoing basis and include dedicated action planning to reduce or remove barriers identified. When barriers identified are external to Cascadia operations, the Leadership Team will advocate for their removal.

PROCEDURE

The Cascadia Leadership Team evaluates the existence of barriers on an annual basis. Cascadia will follow up on and respond in an efficient and effective timeline to feedback received from companions, coworkers and associated stakeholders that identify barriers. Any identified barriers and corresponding actions necessary to reduce or remove barriers are documented and monitored by the leadership team.

The formal accessibility evaluation includes:

1. The Leadership Team complies accessibility information from team meetings, feedback provided from companions / companion family members, coworkers and community stakeholders and data collected from other quality assurance reviews as a means to evaluate where accessibility barriers exist.
2. The evaluation process involves:
 - Inspection of all program sites
 - Interviews with companions, coworkers, and stakeholders
 - Review of the organization's promotional material
 - Review of records of concerns or complaints regarding issues of inappropriate attitudes
 - Review of satisfaction survey results
 - Review of hiring patterns
 - Review of advocacy activities

Accessibility

3. The Leadership Team prepares an “Accessibility Plan” outlining identified barriers, actions to be taken to reduce or remove barriers, how progress will be monitored, financial resources needed to address barriers and targeted completion date. The report:
 - Identifies each barrier in order of priority
 - Proposes a solution
 - Identifies facilitation until barrier is removed
 - Identifies the person responsible for action
 - Identifies projected costs
 - Identifies target date for completion
4. Corrective action is implemented, as indicated in the report.
5. The Leadership Team monitors progress and provides a status report on an annual basis, identifying progress made to the Board of Directors.
6. The plan will be summarized in the annual report and is available to companions served, coworkers and stakeholders upon request.

ACCESSIBILITY AREAS OF REVIEW (*Definition*)

Accessibility - refers to access to all Cascadia services

Attitudinal - may include, but are not limited to: the terminology used by personnel and stakeholders involved with the organization during interactions with companions, language used in literature about its services, receptivity to companion’s input, and whether discriminatory practices exist with regard to eligibility for services.

Architectural - may include, but are not limited to: the physical structure of the organization’s facilities as demonstrated by wheelchair accessibility, adaptations for companions with sensory impairments or other physical requirements.

Environmental - may include, but are not limited to: comfort levels/quality of heat, light, humidity, noise, and air quality (non-smoking, fragrance free) in the organization’s facilities.

Financial - may include, but are not limited to: sufficiency of funds for services, adequacy of advocating for additional funds, as necessary.

Employment - may include, but are not limited to: the hiring practices of the organization in relation to its stated mandate of being an equal opportunity employer.

Communication - may include, but are not limited to: appropriateness of the ways in which information is provided to companions and stakeholders – use of plain language, availability of alternate forms (audio, large print), and availability of information to members of the community about the services offered.



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Transportation - may include, but are not limited to: accessibility of services by public transit, and availability and affordability of parking for those using private transportation.

Accommodation - is the effort(s) made to provide a support or resource not necessarily within the scope of services provided by Cascadia that a companion / family member(s) / significant other(s) or coworkers have identified in writing (letter, email etc.) as a resource, service or adaptation of service needed to support a companion. Accommodations are identified in a companion's service plan and included in the Society's annual Accessibility Plan and Report.

Standards associated with this policy: 1) 1.K.1 and 2) 1.L.1

RESPONSIBILITY OF: All Coworkers and Home Leaders
MONITORED BY: Managing Director (or designate)/Leadership Team